

# Frequently Asked Questions about Revalidation

## 1. What is revalidation?

MassHealth providers will be required to periodically review and, if necessary, update their enrollment information to ensure that their provider profile is accurate and up-to-date. This is important for provider profile integrity and is required by federal law.

MassHealth will select a number of providers each month for revalidation. We intend to revalidate providers by provider type. When it is time for you to revalidate, MassHealth will mail a revalidation letter that includes links to important documents that require “wet” (original signature documentation) signatures and provider type-specific instructions to assist with the revalidation process.

## 2. Why do I have to revalidate?

Section 6401 of the Affordable Care Act established a requirement for Medicare and Medicaid to revalidate enrollment information at least every five years for all enrolled providers, regardless of provider type, under new enrollment screening criteria.

This revalidation initiative will initially focus on those providers who were enrolled on or before March 25, 2011, and will be completed by March 24, 2016. Providers who enrolled after March 25, 2011, will be revalidated on or before five years from the date on which they were initially enrolled.

## 3. How do I revalidate?

Revalidation must be completed on the Provider Online Service Center (POSC) ([www.mass.gov/masshealth/providerservicecenter](http://www.mass.gov/masshealth/providerservicecenter).) You will be required to log on to the POSC, review the information contained on your MassHealth provider file, and update any information that is not current or complete.

After you have reviewed and updated all the necessary information, please complete the Attestation Panel and click Submit in order for your revalidation packet to be deemed complete. You must complete an Attestation Panel even if your provider profile does not require an update.

You may also be required to submit wet signature documentation to support the revalidation, including a Federally Required Disclosures Form (FRDF) and an Electronic Funds Transfer/Modification (EFT) form if you are currently receiving a paper check. Additional documentation or steps may be required, depending on your provider type.

Please see *All Provider Bulletin 242* on the MassHealth Revalidation web page at [www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html](http://www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html).

## 4. How do I access my MassHealth profile?

Follow these instructions on the MassHealth Provider Online Service Center (POSC) home panel.

(a) Click Manage Provider Information;

- (b) click Maintain Profile;
- (c) click Update Your MassHealth Profile; and
- (d) click on Log In and enter your User Name and Password.

**5. Do I have to review and update ALL panels on POSC?**

No. Please **SKIP** the following panels.

- Change Ownership and Control Information Panel
- Trading Partner Profile Information Panel

Some panels can be reviewed and updated only by certain provider types. Please carefully review the grid below.

Name of the Panel	Provider Type to Review and Update
Provider Information Panel	Providers with a DEA number
Personal Information Panel	Group practices and primary care providers
Covering Practitioners Panel	Primary care providers
Affiliation Panel	Individual providers affiliated with a hospital(s)
License Information Panel	Providers required to have a license to enroll with MassHealth

**6. If I reviewed my information on the POSC and found that I don't have to make any changes, what should I do?**

If, after reviewing the information in your provider file, you determine that all information is already accurate (nothing needs to be changed), go directly to the Attestation Panel. Complete the form and click Submit button. *Do not click the Submit button on any panel where the information is already accurate.*

Please review the MassHealth Revalidation web page at [www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html](http://www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html) about any "wet" signature documents that you may need to submit.

In addition, please see the response to question #7 below.

**7. If I reviewed my information on the POSC and made changes, what documents do I have to attach?**

The documents that you must submit will vary depending on provider type. The revalidation packet mailed to you will contain an instruction sheet identifying those specific documents. In addition, a list of those documents, based on provider type, will be posted on the MassHealth Revalidation web page at [www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html](http://www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html).

**8. Will I have to send a paper copy of any form(s) to MassHealth?**

Yes; you are required to submit a Federally Required Disclosure Form (PE-FRD).

Additionally, you may be required to submit the following documents.

- **Electronic Funds Transfer Enrollment/Modification (EFT) form**, if you are currently receiving a paper check.
- **Massachusetts W-9 Form**, if you are changing your legal address, remittance address, or check-mailing address.

All of the documents listed above require a wet signature. This original signature documentation must be mailed to the following address.

MassHealth Provider Revalidation Unit  
P.O. Box 121205  
Boston, MA 02112-1205

**9. How will I know that my revalidation is complete?**

You can conduct a profile update status inquiry via the POSC “Inquire Profile Update Status.” It will indicate whether the update is pending, has been accepted, or has been rejected. If it has been accepted, you will receive a confirmation notice in the mail. If the update has been rejected, MassHealth Provider Revalidation Unit will contact you to provide additional assistance.

**10. When will I have to revalidate again?**

You will have to revalidate at least every five years. If you are a new MassHealth provider, you will be revalidated on or before five years from the date on which you were initially enrolled.

**11. Is there a fee to revalidate?**

In accordance with federal regulation at 42 CFR 445.460, institutional providers, including inpatient hospitals, nursing facilities, and intermediate care facilities, will be required to pay a fee to revalidate. The fee does *not* apply to individual providers and practitioners or practitioner groups. The fee for calendar year 2014 is \$542.

This fee is waived if the revalidating institutional provider has paid the fee to Medicare or to another state Medicaid agency within the past five years and submits proof of such payment at the time of revalidation to MassHealth.

For additional information, please go to [www.mass.gov/eohhs/provider/insurance/masshealth/provider-application-fees.html](http://www.mass.gov/eohhs/provider/insurance/masshealth/provider-application-fees.html). This web page also provides information about the secure payment site, *HP-pay link*.

**12. If I completed a revalidation with Medicare, do I still have to revalidate with MassHealth?**

Yes. As a dually eligible provider, you must revalidate with both Medicare and MassHealth.

**13. As a group practice, how can I prepare for revalidation?**

A group practice should take the following steps to prepare for revalidation.

- (a) Identify the person in your organization who will complete the revalidation.
- (b) Make sure that person has secure primary-user access to the POSC.
- (c) Identify the person in your organization who is legally authorized to complete the PE-FRD for the entity.
- (d) If applicable, be prepared to have each individual provider sign the required forms, including the PE-FRD.

If you do not have access to POSC, you must submit a Data Collection Form (POSC-DC) with the administrator's information. Please go to [www.mass.gov/eohhs/docs/masshealth/provider-services/forms/posc-dc.pdf](http://www.mass.gov/eohhs/docs/masshealth/provider-services/forms/posc-dc.pdf). You can e-mail the completed form to [providersupport@mahealth.net](mailto:providersupport@mahealth.net); fax it to 617-988-8974; or mail it to the following address.

MassHealth Provider Revalidation Unit  
P.O. Box 121205  
Boston, MA 02112-1205

It is imperative that group practices ensure that the information for individual practitioners linked to the group is accurate and current on the group's MassHealth provider file.

**14. What should I do if I am in private practice and not affiliated with or employed by a group?**

If you are in private practice and not affiliated with or employed by a group organization, you should follow the instructions for your provider type. These instructions will be included in the revalidation packet that MassHealth will mail to you when it is time for you to revalidate.

**15. Is there a Job Aid available?**

A Job Aid is posted on the MassHealth Revalidation web page at [www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html](http://www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html).

**16. How do I enter my hours of operation on the Personal Information POSC panel?**

*Only* group practices and primary care providers must review and update this panel.

All hours of operation must appear as four-digits. You must enter a "0" before each single-digit hour. For example, if your office opens at eight o'clock in the morning, please enter "0800 a.m."

**17. Why can't I get past the License Panel update?**

Please make sure that you do not click the Submit button. Simply go to the navigation column on the left and click on the next panel.

**18. How do I get past the Provider Information panel if I don't have a DEA number required on this page?**

Click Cancel Item to navigate away from this page onto the next panel. Please do not click Cancel Service, as this action will erase all changes previously made by you on the site.

**19. How can I get assistance with populating the fields on any POSC panel?**

There is a Help button in the upper right-hand corner of each panel. It appears as a “?”  
To access the information, click on the button.

**20. Are instructions available for completing the PE-FRD?**

The PE-FRD itself contains instructions on how to complete each field. Please see the version of the document that is posted on the Revalidation web page at [www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html](http://www.mass.gov/eohhs/provider/insurance/masshealth/provider-enrollment/provider-revalidation.html).

**21. How do I contact MassHealth for assistance with completing the revalidation process?**

If you have any questions about the revalidation process, please contact the MassHealth Customer Services Center at 1-800-841-2900; e-mail your inquiry to [providersupport@maheath.net](mailto:providersupport@maheath.net); or fax your inquiry to 617-988-8974.